



# Administrative Dispatcher

## Job Description

Department: Sheriff  
Position: Career Service  
Grade: 506  
Supervisory: No  
Reports to: Administrative Dispatch Supervisor

### Summary

Under the supervision of the Administrative Dispatch supervisor, performs specialized call taking and dispatching duties during emergencies and drills that require operation of the Emergency Operation Center (EOC). This role functions as the assistant Terminal Agency Coordinator for the Utah Criminal Justice Information System and is also responsible for compiling, analyzing, validating and reporting a variety of statistical data to state and federal agencies.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform call taking and dispatching duties when the Emergency Operation Center (EOC) is in use; log, track, and route National Incident Management System (NIMS) messages in the appropriate database; dispatch and track search and rescue and other personnel assigned to the emergency when applicable.
2. Serve as assistant Terminal Agency Coordinator (TAC); assist in training and testing of department operators who access the Utah Criminal Justice Information System (UCJIS) files and other databases to ensure compliance with Bureau of Criminal Investigation (BCI) requirements; ensure records are disseminated in accordance with Right of Access Regulations.
3. Perform monthly validation process for all records entered in the National Crime Information Center (NCIC) database before automatic purge date.
4. Coordinate with supervisor to maintain department manuals including BCI operations, terminal operators, NCIC code, NCIC operations, and dispatch training records and documents.
5. Gather, compile, and disseminate statistics related to calls for service and crimes committed; prepare charts, graphs, maps, and written reports of specific crimes by area, section, type, time of day, and other meaningful variables to enhance directed patrol and investigative activity, and aid in the intervention and solution of criminal activity and the effective deployment of police assets.

### For Office Use Only

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Job Title: Administrative Dispatcher  
FLSA: Non-Exempt  
Effective Date: 8/15/20  
Public Safety: No

Worker's Compensation: County  
Background Level: Civilian  
Safety Sensitive: Yes  
DOT: No  
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6. Establish and maintain systematic, cross-referenced records, database files, and related systems for the storage and retrieval of data; network with other agency intelligence units and facilitate the exchange of information.
7. Sort, code, and file records of arrest and incident.
8. Prepare required reports and records; provide accurate statistical information for filing National Incident Based Reporting (NIBR) crime reports with state and federal agencies.
9. Maintain an accurate database featuring the most up-to-date demographic information utilizing the Spillman software system; stay current on the usage and features of the software.

### **Knowledge, Skills, and Abilities**

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of Sheriff's Office Policies and Procedures
- Knowledge of emergency dispatch procedures
- Knowledge of regulations regarding various law enforcement systems and data bases including, but not limited to:
  - Spillman Computer-Aided Dispatch
  - Utah Criminal Justice Information System (UCJIS)
  - National Crime Information Center (NCIC)
  - Bureau of Criminal Investigations (BCI)
- Skilled in reading, writing, and intermediate math
- Skilled in operating standard office equipment
- Skilled in using radios and computer-aided dispatch equipment
- Skilled in word processing and data entry
- Skilled in gathering and condensing voluminous information into presentable spreadsheets, charts, graphs, maps, and reports
- Ability to maintain cooperative working relationships with those contacted during work activities
- Ability to rapidly prioritize emergency and non-emergency situations and remain professional in emotionally charged situations
- Ability to communicate verbally and in writing
- Ability to type accurately and at an acceptable rate, based on job duties

### **Supervisory Responsibility**

This position has no direct supervisory responsibility but does provide training and serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job typically operates in a professional office environment and routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The

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noise level in the work environment is usually moderate. Work is also performed in the Emergency Operations Center (EOC) which may expose the incumbent to increased noise and to highly stressful situations affecting the safety and lives of others. May be required to drive Utah County owned vehicles in the course of conducting County business. Must abide by the Utah County Vehicle Policy.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus and distinguish between colors. The employee is required to type, file and lift supplies up to twenty-five (25) pounds. The employee occasionally drives a motor vehicle.

### **Position Type/ Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand. Work in the EOC during an emergency may require working for extended hours with little notice.

### **Required Education and Experience**

1. High school diploma or equivalent.
2. Three (3) years of dispatcher work experience with a 911 dispatch center or a similar law enforcement agency at a level demonstrating considerable knowledge of procedures, regulations, and laws associated with emergency dispatching and applicable databases.

### **Preferred Education and Experience**

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

### **Additional Eligibility Qualifications**

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Applicants must possess and thereafter maintain certification as follows:
  - a. Dispatcher, administered by Utah Peace Officer Standards and Training (POST)
  - b. Emergency Medical Dispatch (EMD)
  - c. Emergency Fire Dispatch (EFD)
  - d. CPR
  - e. Bureau of Criminal Investigation (BCI)

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3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

Director – Human Resources \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee \_\_\_\_\_ Date \_\_\_\_\_

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